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Title: Novel Technologies to Assist IT Staff in Solving Technical Issues for Data Centers in Enterprise Networks

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Responsible Command:

NAICS Code: 541512

Contracting Office Address

P.O. Box 190022, North Charleston SC 29419-9022

DUE: 01 June 2020

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The United States Navy (or The Naval Information Warfare Center (NIWC) Atlantic) is assessing the global impact of transformative technologies that enable IT professionals to perform at an expert level despite not having sufficient IT staff with extensive experience.

This RFI requests information about any state of the art/novel technologies, approaches, or processes available in order to shape a collaborative strategy with commercial partners (companies, universities, startups) to accelerate development and fielding of the most promising approaches.

Background

Today's IT systems are comprised of numerous commercial toolsets that aid in the operation and troubleshooting activities. A typical data center would have a significant staff of certified network engineers and certified virtualization engineers.

The commercial tools and documentation for tools are complex and advancing. In addition, these systems are numerous and difficult for one, two, or even the entire organization's complement of IT personnel to master in limited time. As IT system complexity is increasing, IT Departments are increasingly understaffed.

The Government is looking for approaches that reduce IT burden and aid in the use of current network admin/systems admin tools. We believe that new technologies/approaches, such as but not limited to artificial intelligence, machine learning, expert systems, and smart searching technology, will reduce the burden to IT staff by automating their work, effectively providing IT

with recommended solutions for a specific technical issue, and/or supporting the management of complex networks. The solution must not require IT staff to “learn a new tool”. The program offices provide tool sets within the software baselines. Our goal is to provide IT staff with automated management that includes identification of root cause issues and potential solutions. The information should be displayed via an easy to use dashboard.

The Government is interested in any novel approaches or technologies that address this issue.

Specific information sought includes:

1. Company information, including name, address, and website;
2. Points of contact : phone number and email addresses for follow-up;
3. Novel technologies, approaches, or processes details including:
 - Name of project, item, approach, technology
 - Problem to be solved by the technology
 - How it can be used for resolving various technical issues within a complex information technology environment-- within a standard enterprise network with data center and midsize user base.

A Webinar will be held May 19, 2020 at 1:00 PM EDT. The link to register for the webinar is: <https://einvitations.afit.edu/inv/anim.cfm?i=556695&k=0764440F7252>. All interested in this RFI are encouraged to attend.

The submitted information under this RFI will be evaluated for inclusion in a strategy to engage the commercial sector to jointly tackle increasingly complex IT environments. The information is due by 12:00 PM EST on 01 June 2020.

Submissions

The technical point of contact is Richard Anderson, (Richard.L.Anderson@navy.mil).

Please submit all documentation to ssc_lant_t2@navy.mil by the closing date of 01 June 2020 at 12:00PM EST.

A NOTE REGARDING THIS RFI: This RFI is for information gathering and planning purposes only and should not be construed as a Request for Proposal (RFP) or solicitation of an offer. The Government DOES NOT intend to award a contract on the basis of this RFI or otherwise pay for the information solicited. E-mail your non-technical, contract-related questions to the Contracting Officer at lisa.rosenbaum@navy.mil.